

Smart ConnectSM Complete Guide for Attendees

Joining the Event

When you click Join Event you'll land on a setup screen to connect your audio and video. This is the only time you can blur your background — check Blur Background now if you'd like it.

If you receive a red error message, first try clicking the refresh icon. If the problem persists, try Chrome or Edge, or open the event in an Incognito Window — copy the event URL, paste it into the incognito bar, sign in to Alignable, and you'll be directed to the event.

Browser requirements

Use the latest version of Chrome or Edge for the best experience. If you're on an outdated browser, you'll see an error — update your browser or download Chrome or Edge to continue.

Mobile and app access

Smart ConnectSM can be joined from the Alignable iOS or Android app, or from a mobile web browser. For the best experience, use a laptop or desktop with Chrome or Edge. If you run into issues on mobile, use the Report an Issue button to share feedback — mobile support is actively being improved.

Disconnected from the event

If you see a blank screen saying you were disconnected, reload the page. If the problem persists, try a different browser. Corporate VPNs and firewalls can block access — if you're on one, try disconnecting and rejoining.

Troubleshooting audio

1. Check that you haven't muted yourself on your computer.
2. Check that your computer or headphone volume isn't turned off.
3. Exit the event and rejoin to reset your audio.

If those steps don't help, see [Google's audio troubleshooting guide](#).

Troubleshooting camera

1. Check that your camera is turned on.
2. Exit the event and rejoin to reset the camera connection.

If that doesn't help, see [Google's camera troubleshooting guide](#).

Camera or microphone access denied

Smart ConnectSM needs permission to use your camera and microphone. If the Join Event button is disabled, access may have been blocked.

On Chrome, look for the camera icon in your address bar — click it, set both camera and microphone to Allow, then refresh.

On Android: [follow these instructions](#)

On iOS: [follow these instructions](#)

Can't hear your breakout partner

Check your device volume. Try refreshing the page — you'll rejoin your breakout room right away. If your partner is having issues, click the Contact Host button to alert the host.

Meeting froze

Check your internet connection and refresh. On mobile, try switching to a reliable Wi-Fi network.

Can't adjust volume on Android

When pressing your volume buttons, slide the Media volume control specifically — the regular volume buttons may not affect meeting audio on some Android devices.